Georgia Institute of Technology

APPLIED AI AT TIYA SERVICES · DAY 1 · GENERATIVE AI FOR DAILY WORK

Generative AI for Daily Work

Tuesday, October 20, 2026

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Today

- 8:00 Foundations & Safe Use
- 10:45 Role-based lab
- 1:15 SOP lifecycle lab
- 3:00 Leadership & responsible adoption
- 4:30 Closing & assessment

Logistics

- Breaks at 9:45, 12:00 (lunch), and 2:45
- Wi-Fi, restrooms, phones
- Remote: chat is watched all day
- Parking lot for questions

EXERCISE

Who's here?

- Used Copilot or ChatGPT at work? At home? Never?
- Which task would you like an hour back from each week?

What generative AI is

- Predicts the likely next words from patterns
- Very good at language work
- Doesn't know TIYA's facts unless you give them
- Sounds just as confident when it's wrong

LIVE DEMO

Ask it something only TIYA knows

- “What is TIYA's emergency work order desk number?”
- How would you know if that's right?

Draft, not decide

Good for

Drafting, summarizing, organizing, analyzing, rewording

Not for

Deciding, approving, signing, holding sensitive data

Where it fits at TIYA

- Facilities: technician notes → status update
- Contracting: plain-language clause summaries
- Business management: meeting notes → action items
- Leads: first draft of announcements

The habit: Mask → Ask → Check

1 · Mask

Sensitive data comes out before you paste

2 · Ask

Goal, Context, Source, Expectations

3 · Check

Read it as if you'll sign it

8:30

Generative AI Fundamentals

Hands-on · 75 min

LIVE DEMO

Tour of Copilot Chat

- New chat, edit and resend, regenerate
- Copy, upload a file, chat history
- Work/web toggle, if your tenant shows one

A capable new hire on day one

- Smart, fast, eager
- Knows nothing about Building 214 or who the COR is
- The more you'd explain to a new hire, the more goes in the prompt

Ask: the four parts

Goal

What do I want?

Context

Why, and for whom?

Source

What should it use?

Expectations

Format, length, tone

Weak vs. GCSE

Weak

“Write a notice about a water shutoff.”

GCSE

Goal, plus building, date, times, reason, alternatives, length, and tone (workbook E1)

EXERCISE · 15 MIN

E1 · Two prompts, one task

- Run the weak prompt, then the GCSE prompt
- Which could you send with fewer edits?

EXERCISE · 15 MIN

E2 · Summarize the work order notes

- Sample A: seven visits to one rooftop unit
- Status summary, timeline, parts table

Follow-up moves

- Shorten: “Cut this in half. Keep the dates.”
- Re-aim: “Rewrite it for the technicians.”
- Reshape: “Put it in a table.”
- Challenge: “What's missing?”
- Show your work: “What did you add?”

EXERCISE · 10 MIN

E3 · Follow-ups are prompts too

- Four follow-ups in your E2 chat
- Which one improved it most?

EXERCISE · 10 MIN

E4 or E5

- Brainstorm and organize: reducing repeat work orders
- Or fix the tone of a terse email

Debrief

- Which GCSE part changed the output most?
- Where did Copilot add something not in the notes?
- What would you check before sending to the COR?

10:00

Responsible Use

TIYA policy · 45 min

A story

- A vendor quote, a free AI app, a quick comparison
- What went wrong, and when?

Four categories

PII

Identifies a person

PHI

Health information about a person

CUI

Controlled Unclassified Information. If unsure, treat it as CUI.

Pricing

Rates, costs, bids, any vendor's quote

The data traffic light

Red

Never enter. CUI, PHI, pricing, IDs, security details, passwords

Amber

Mask first. Names, contacts, vendors, contract numbers, internal notes

Green

Okay. How-to questions, public information, your own masked writing

Enterprise data protection

- Your prompts aren't used to train the models
- It doesn't change the rules for CUI, PHI, or pricing
- TIYA's policy and contracts decide

How to mask

- Names → roles: [Technician A], [the COR]
- Numbers → placeholders: [CONTRACT], [PHONE]
- Prices, health details, codes → delete
- Keep your key outside Copilot

EXERCISE · 12 MIN

Masking drill

- Sample B: find everything that has to go
- 6 min alone, 3 min with a neighbor

Masking key: 11 items

- 3 names, 1 email, 1 phone number
- 1 health detail, 2 prices, 1 vendor
- 1 contract number, 1 gate code
- Most missed: the gate code and the vendor name

EXERCISE · 8 MIN

Can I paste this?

- Eight quick-fire cards
- Green, amber, or red?

Check: a person stays in the loop

- Facts, numbers, and names match the source
- Nothing added that you didn't give it
- Policy, tone, and commitments
- Masked details go back in outside Copilot

LIVE DEMO

Verify a clause

- Ask Copilot for the FAR clause on limitations on subcontracting
- Compare it against acquisition.gov

DAY 1 · GENERATIVE AI FOR DAILY WORK

Would I sign this?

If you send it, you own it.

10:45

Role-Based Application Lab

Hands-on · 75 min

Pick your track

Track 1

Facilities Maintenance

Track 2

Contracting

Track 3

Business Management & Admin

Track 4

Supervisors & Leads

EXERCISE · 45 MIN

Task A, then Task B

- Task A: the card's sample
- Task B: your real task, masked, initialed by an instructor

Share-outs

- One pair per track, 4 minutes
- The prompt, the output, what you had to fix

1:00

Afternoon

Work Product & Leadership Application

EXERCISE · 5 MIN

Recap quiz

- Name the four GCSE parts
- Red, amber, or green? Two examples
- What does Check mean?

From tasks to workflows and people

- This morning: single tasks
- This afternoon: SOPs, and the people you lead

1 : 15

SOP Lifecycle Lab

Hands-on · 90 min

The SOP lifecycle

Generate

A first draft

Update

Bring it current

Improve

Clearer, safer, complete

Adapt

Cards, quizzes, emails, talks

Who owns what

- Copilot drafts
- The subject-matter expert owns accuracy
- Doc control approves

EXERCISE · 15 MIN

Step 1 · Diagnose

- Critique Sample C (2019)
- Issue, why it matters, fix, ranked by risk

EXERCISE · 20 MIN

Step 2 · Rewrite

- The standard template
- [VERIFY] instead of invented values

EXERCISE · 15 MIN

Step 3 · Visualize

- A step table with decision points
- A text flowchart; optional SmartArt in Word

EXERCISE · 15 MIN

Step 4 · Adapt

- Pick two: quick-reference card, quiz, announcement, toolbox talk

Discussion

- What did Copilot miss that only TIYA knows?
- Who reviews AI-assisted SOP changes?

3:00

Leadership & Responsible Adoption

Hands-on · 90 min

A thinking partner, not a decision-maker

- Leadership is judgment and relationships
- AI gives you drafts, questions, and rehearsal
- You decide, and you show up

People topics

- Describe the situation, not the person
- No names, no health details

EXERCISE · 20 MIN

L1 · Announce a change

- The message, the likely questions, what to escalate

EXERCISE · 20 MIN

L2 · Prepare a hard conversation

- Plan it
- Copilot plays the employee
- Ask for feedback

EXERCISE · 15 MIN

L3 · Decide between options

- Options table, pre-mortem, open questions
- No pricing

EXERCISE · 20 MIN

L4 · Lead adoption

- A non-punitive conversation
- Five team AI norms

Debrief

- Where was it useful? Where did it fall flat?
- Read your best norm aloud
- One AI conversation you'll have with your team this month

4:30

Closing & Assessment

30 min

EXERCISE · 10 MIN

Knowledge check

- 10 questions, self-scored

EXERCISE · 12 MIN

Exit task

- Mask → Ask → Check, on paper
- Hand it in

Action plan

- Three tasks for next week
- One person you'll show
- Back to this morning's flip chart

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Thank you

Evaluation form · certificates at the door

Questions after today: [TIYA contact]